

LONG TERM CONDITIONS

CASE STUDY

DECEMBER 2014 - MARCH 2015

Lewisham CCG Medicine Optimisation Educational Training Project (MOET); Walk In My Shoes

A 'walk in my shoes' project in Lewisham has allowed GPs, clinical and administrative practice staff to visit community pharmacies to gain some practical insight into the working environment of community pharmacy, with community pharmacists and their team members also having the opportunity to spend time in GP practices to better understand the working environment of general practice.

The 'walk in my shoes' project is part of the Medicine Optimisation Education Training (MOET) programme, which was created to develop medicine optimisation activities in the Lewisham Clinical Commissioning Group (CCG) area and enabled through funding by Health Education South London.

The aim of the innovative 'walk in my shoes' project was to provide an environment that allowed GPs and their staff, and pharmacists and their teams to experience life in primary care from a different perspective, and to learn with and from each other. Forty-two General Practices and 45 pharmacies in Lewisham signed up to be involved in the project (all of our practices and 90% of our pharmacists).

During January-April 2015 there have been more than 100 exchange visits between GP practices and pharmacies. Feedback received so far suggests that this has been a very positive experience for those that have chosen to take back.

"I had extremely high expectations of this experience. Every one of my visits matched up to (and often exceeded) my expectations. All of the colleagues who visited our Pharmacy were extremely willing, co-operative and receptive of the experience, without fail each one was engaged and interested. This was thoroughly reciprocated during my numerous practice visits, where the hospitality and willingness to assist and engage with the process was exceptionally demonstrated in every practice I have visited."

Sanjay Patel, New Cross Pharmacy



"I felt this programme was an excellent opportunity to experience "life on the other side". I knew this opportunity would allow me to better understand barriers faced by surgery staff and GP's at delivering excellent patient healthcare outcomes. It would also give us an opportunity to show the GP's what we do and how we can contribute to public health, medicine optimisation and patient safety."

Neil Karia, Krisons Pharmacy, Deptford

"Working relationships with our local pharmacy and beyond will certainly be enhanced as a result of this interprofessional learning exercise. Specifically knowledge of the practical challenges which various members of our multidisciplinary team face a day-to-day basis, and how small changes in our own working practices can alleviate and remedy will help the situations not only will reduce the work burden on our colleagues, but also provide safer and more cost-effective patient care."

Dr. S. Jeyanathan, Clifton Rise Surgery

"Turned out to be far more interesting than I had expected, the structured programme helped in directing my questions and to streamline the programme."

Dr. G Selvanathan, Nightingale Surgery

After each visit, each participant has been asked to complete a reflection sheet to capture their experience compared to their expectation. Each participating practice or pharmacy is also required to complete an action plan highlighting three areas of practice identified during the learning process to improve patient safety, improve patient outcomes or reduce waste.

The reflection sheets and action plans are currently being collated from GP practices and pharmacies, and these will be used by Lewisham CCG, who is working with Medway School of Pharmacy, to extract further learning from the project.



Contact

Cleo Butterworth, Medicines Governance Lead cleo.butterworth@nhs.net

Produced with kind permission of NHS Lewisham Clinical Commissioning Group.